

GAMS License Server

Service Level Agreement

GAMS License Server Description

GAMS License Server is a cloud service operated by GAMS ("THE SERVICE"), which provides license delivery required for running GAMS software. GAMS installations contact THE SERVICE to receive a valid license for use of the software. Continuous availability of THE SERVICE is therefore essential for uninterrupted operation of GAMS software.

THE SERVICE is operated by GAMS on the Amazon Web Services (AWS) infrastructure. It is designed with high availability in mind and deployed across multiple AWS availability zones to minimize downtime risk. Users receive an access code from GAMS, which is instantiated with THE SERVICE to create a license usable by the software.

THE SERVICE operates within the limits of the AWS infrastructure. The underlying environment is monitored and maintained by GAMS to ensure reliable operation, leveraging the same global-scale infrastructure that powers many widely used internet services.

Data Handling

THE SERVICE only processes data required for license validation. This includes the access code provided by GAMS, technical identifiers from the client installation (such as host ID and timestamp), and operational metadata needed to confirm license validity. No optimization models, input data, or solution data are transmitted to THE SERVICE.

The collected information is used solely for the purpose of license verification and service operation. GAMS does not access, store, or process any customer intellectual property in connection with THE SERVICE.

Service Agreement

General System Specifications and Availability Targets

Uptime target	99.9%
Time to recover from a single server failure	< 5 minutes
Backup frequency of license server configuration	1 / day

Recovery time after complete loss of service	48 hours
Capacity	scaled to handle global customer database with millions of connections per hour

Our security promise

We treat our customers' data with the same level of care as we treat our own data. With each new feature we develop for THE SERVICE, we think security first. Our team performs an extensive review process before putting code into production.

Data encryption in transport	TLS 1.2 and 1.3, using Nginx default ciphers and HTTP strict
Encryption of license data at rest	AES256
Testing of code for known vulnerabilities	GitLab semgrep
Testing of third party dependencies for vulnerabilities	pip audit
Dynamic application security testing	ZAP automated API scan
Pen testing	Testing is performed by internal staff whenever new features are added to THE SERVICE.
Logging	All requests to THE SERVICE are logged by the application load balancer. Logs are retained for operational and forensic purposes.

Our Support Response Times

We will generally acknowledge new support tickets **within 8 business hours of our EU based office**.

Time to resolution of support tickets will depend on the severity of the incident:

1. **High Severity**, e.g., unavailability of THE SERVICE, preventing license delivery and thus execution of GAMS software: restoration will be treated with the highest priority until THE SERVICE is restored.

2. **Medium Severity**, degraded availability (e.g., intermittent connectivity or partial regional issues): 15 days.
3. **Low Severity**, e.g., cosmetic issues in the GAMS Studio user interface: 30 days.

Exclusions

We shall not be in breach of this agreement in the event of internet disruptions between the customer and AWS infrastructure or in the event of rightful suspension or termination of the customer's GAMS license.

We operate THE SERVICE within the limits of the AWS infrastructure in the chosen region(s). In the case of an AWS outage, we must rely on AWS to rectify the issue before we can restore service.

Service Credits

If the service availability drops below 99.5% in a calendar month, customers will be entitled to **license extensions** instead of monetary credits. The extension is applied to the validity of the customer's active license(s).

Service Availability (SA)	Credit
$99.0\% \leq SA < 99.5\%$	3 days license extension
$95.0\% \leq SA < 99.0\%$	7 days license extension
$SA < 95.0\%$	30 days license extension

License extensions are granted per affected license and added at the end of the current validity period.

Support Contact

The central point of contact for GAMS support is at support@gams.com. When deemed necessary by GAMS support staff, other means of communication will be offered.

Customer Obligations

To ensure reliable operation of THE SERVICE, customers are required to:

1. **Maintain Internet Connectivity**

Ensure that systems running GAMS software have a stable internet connection to reach THE SERVICE at regular intervals.

2. **Correct Use of Access Codes**

Use only valid access codes provided by GAMS. Customers must not attempt to tamper with, share, or bypass the license validation process.

3. **Software Updates**

Keep GAMS software updated to supported versions that are compatible with THE SERVICE. Older or unsupported versions may not be guaranteed full access.

4. **Security Responsibilities**

Protect access codes and related credentials against unauthorized use. Customers are responsible for securing their own IT environment, including endpoints that communicate with THE SERVICE.

5. **Notification of Issues**

Promptly notify GAMS of any service disruptions or anomalies in license validation to allow timely investigation and remediation.